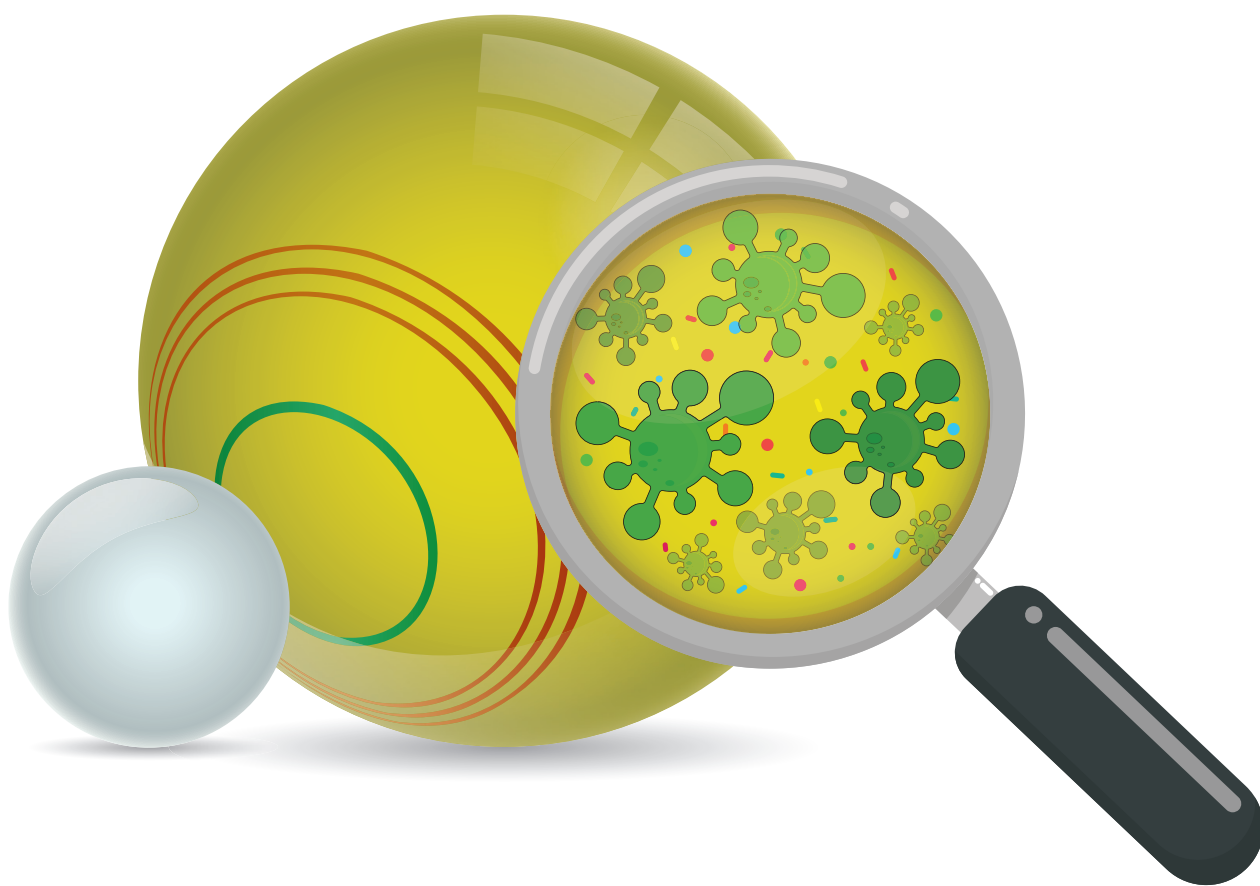


COVID-19:
**RETURN TO BOWLS
TOOLKIT**



A STRATEGIC APPROACH TO THE RETURN OF BOWLS

AN OFFICIAL BOWLS AUSTRALIA PUBLICATION



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NATIONAL COVID-19 IMPACT SURVEY FINDINGS

Through a national survey conducted by Bowls Australia (BA), in consultation with the State and Territory Associations (STAs), the following feedback was obtained from 450 clubs in response to the effects Covid-19 has had on the bowls community.

- **The majority of clubs closed from the dates between March 13-30, up until the time of the survey.**
- **48% of clubs have applied for some form of Government support.**
- **It is estimated that Bowls Clubs throughout Australia have suffered a financial impact of at least \$136.4M.**
- **Clubs were asked how long they believe they could remain closed before they would have concerns they would find it financially difficult to re-open.**
 - **29% believe they could remain closed for 6 months before having concerns.**
 - **18% believe they could remain closed for 3 months before having concerns.**
- **670 staff have been directly affected by the virus (loss of hours or termination of employment).**

The above data suggests that the clubs industry has suffered major losses during their recent closures and with venues already closed for 8-10 weeks at the time of publication, it is concerning that 18% of clubs have identified that it may not be financially viable for them to re-open in the coming weeks/months. The flow on effects from this are also great as many clubs act as key sponsors and promoters of local community groups and sports clubs, ultimately meaning our Australian communities are suffering as a whole from the pandemic.

As part of the survey we also asked clubs their thoughts on what BA could do to continue assisting them during this time; some of the key pieces of information Clubs wish to see from BA during this process are topics such as:

- **Continual consultation with state and federal government on a phased approach to releasing bowls activities.**
- **Clear messaging on the level of bowls activity that members can get back to over time. Ensuring we're keeping communications up with our consumers.**
- **Assistance with affiliation fees.**
- **Marketing campaign focused on "getting back on the greens". A potential adaptation of the original Local Legends campaign.**
- **Funding opportunities.**

As a result of the findings within this survey, along with the guidelines and information continually being released by state and federal governments, BA have constructed a Return to Sport Plan that enables Bowls to focus on key areas of support for STAs and Clubs to ensure Bowls is open to all again as soon as practically possible.

BA understands many clubs will struggle to return to normality after the Covid-19 pandemic. As the governing body of bowls in Australia, BA feel it's necessary to provide all bowling clubs with a toolkit to assist and enable the return to the sport for participants and the daily operations of Clubs. The toolkit has been developed in line with social distancing and hygiene guidelines that have been outlined by Federal and State Governments, and provides valuable resources to enable clubs to safely reopen while minimising the risk of spreading the Covid-19 virus. Additionally, the toolkit has been prepared in line with feedback and insight gained from BA's national survey of 450 bowls clubs.

Within the toolkit is a number of hard copy resources including funding and participation programs that can be used and applied for by clubs. A list of all resources can be found on the next page.

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RETURN TO BOWLS

MEMBERS CHECKLIST

The following return to bowls members checklist has been designed to capture relevant information of your returning members to enable a safe and healthy environment and stop the spread of COVID-19.

NAME AS SHOWN ON DRIVER'S LICENSE		
MEMBERSHIP NO. (IF A CLUB MEMBER)		
ADDRESS		
PHONE NUMBER		
EMAIL ADDRESS		
WITHIN THE PAST 14 DAYS...	YES	NO
HAVE YOU HAD ANY CONTACT WITH ANYONE DIAGNOSED AS HAVING THE CORONAVIRUS? IF YES, PLEASE EXPLAIN:		
HAVE YOU BEEN IN QUARANTINE FOR ANY PERIOD?		
HAVE YOU EVER TESTED POSITIVE TO CORONAVIRUS?		
HAVE YOU EXPERIENCED A FEVER?		
HAVE YOU EXPERIENCED A COUGH?		
HAVE YOU EXPERIENCED FATIGUE?		
HAVE YOU EXPERIENCED A SORE THROAT?		
HAVE YOU EXPERIENCED CHEST PAINS?		
HAVE YOU EXPERIENCED CONGESTION?		
HAVE YOU EXPERIENCED A HEADACHE?		
HAVE YOU EXPERIENCED CHILLS?		
HAVE YOU EXPERIENCED NAUSEA/VOMITING?		
HAVE YOU EXPERIENCED DIARRHEA?		
CONDITIONS OF RETURNING TO PLAY BOWLS. I WILL...	YES	NO
NOT ATTEND BOWLS IF I AM FEELING UNWELL (HAVE ANY OF THE SYMPTOMS ABOVE)		
ARRIVE FIVE MINUTES BEFORE PRACTICE/PLAY AND SANITISE EQUIPMENT IF REQUIRED		
WASH AND SANITISE MY HANDS PRIOR TO COMMENCEMENT OF PRACTICE/PLAY		
MAINTAIN A MINIMUM OF 1.5 METRES OF DISTANCE BETWEEN MYSELF AND ANY OTHER PERSON AT ALL TIMES		

CONDITIONS OF RETURNING TO PLAY BOWLS. I WILL...	YES	NO
ONLY USE THE RINK I HAVE BEEN ALLOCATED FOR PRACTICE/PLAY		
ONLY TOUCH THE JACK, MAT, SCOREBOARD AND DRINK HOLDERS ON MY DESIGNATED RINK		
NOT SHARE EQUIPMENT WITH ANY OTHER PLAYER		
WASH AND SANITISE ANY EQUIPMENT USED IMMEDIATELY AFTER COMPLETION OF PRACTICE/PLAY		
WASH AND SANITISE MY HANDS IMMEDIATELY AFTER COMPLETION OF PRACTICE/PLAY		

STATE AND TERRITORY ASSOCIATIONS

RETURN TO BOWLS GUIDELINES/ ROADMAPS

Bowls ACT: www.bowlsact.org.au

Bowls NSW: www.rnswba.org.au

Women's Bowls NSW: www.womensbowlsnsw.org

Bowls NT: www.bowlsnt.com.au

Bowls QLD: www.bowlsqld.org

Bowls SA: www.bowlssa.com.au

Bowls TAS: www.bowlstasmania.com.au

Bowls Victoria: www.bowlsvic.org.au

Bowls WA: www.bowlswa.com.au

COVID-19 BUSINESS CONTINUITY CHECKLIST

SOURCE DOCUMENT: SPORT AUSTRALIA

Bowls Australia has developed the following COVID-19 Business Continuity Checklist to help assist Clubs identify some potential risks to the continuity of your business activities during the COVID-19 pandemic and actions you could take to prepare and respond.

This is not an exhaustive checklist. Bowls Australia recommends that Clubs should always obtain relevant professional advice regarding their applicable business activities.

FINANCE

There are a broad range of financial factors that Boards and Management teams should consider in a crisis such as this. This may include, but is not limited to, the following:

- Update your forecasts to take into account recent competition/event cancellations, changes to workflows and operations.
- Familiarise yourself with the Federal, State and Territory Government's stimulus packages and how these may affect your organisation: (www.treasury.gov.au/coronavirus; www.bowls.com.au/covid-19-related-support-measures-for-clubs-employees-participants/)
- Identify any short-term expenditure items that can be reduced or ceased as a result of changing circumstances that may assist in cash flow management.
- Engage with creditors and debtors to determine which payments may be stretched, and identify which debtors may not be able to pay within existing terms.
- Engage with sponsors or other commercial partners to determine the likelihood of receipt of funding arrangements.
- Consider contacting the ATO to determine whether more flexible payment plans may be available, if required.
- Determine the potential risk of membership refunds or non-renewals associated with the pandemic and quantify the financial impact on the organisation.

INSURANCE

- Have you engaged with your key insurance contacts to understand what your coverage and policies state with regard to COVID-19 and how this may impact your business?
- Is current insurance coverage sufficient in current environment?
- Is there a capacity to review insurance to determine opportunities for savings whilst there are no sporting activities being undertaken?
- Human resources management
 - Restrictions on travel and work attendance
 - Evaluating pay and leave provisions
 - Establishing guidelines and policies around working from home
 - Protecting privacy while also complying with public health directives
- Review and follow insurance policies.

GOVERNANCE

The Australian Government has provided temporary relief for financially distressed businesses, including giving Directors a six-month respite from any personal liability for trading while insolvent. To maintain a focus on the solvency of their organisations, directors should ask themselves:

- Am I properly informed of the business's financial position?
- Have appropriate steps been taken to prevent misconduct by officers or employees that could adversely affect the business's ability to pay its debts?
- Have appropriate steps been taken to ensure the business is keeping appropriate financial records consistent with the size and nature of the company?
- Are we prepared to develop or implement a plan for restructuring the business to improve its financial position or viability?
- Do the current restrictions impact, or are likely to impact, our Annual General Meeting and how are we planning to respond to that disruption and comply with our obligations and responsibilities?

The Board's role does not change during a crisis; the Board's priorities may, however, be different. Board priorities and considerations should include:

- Monitor credible sources and be aware of daily new information and directives.
- Communicate regularly and clearly and adapt messages to respond to audience needs (for example there may be a slightly adapted message for staff/volunteers than participants).
- Be clear on your response and rapid action if there is an outbreak in your organisation or escalation in public health direction and/or shutdowns.
- Understand likely impacts if an outbreak occurs across other jurisdictions or sports, whether controlled by you or your members.
- Be aware that changing consumer and broader society conduct in uncertain times may produce additional emerging risks, which should be documented and assessed.

TECHNOLOGY

- Develop support systems to assist staff working from home, including technology support and appropriate cybersecurity.
- Consider bandwidth and data usage requirements for staff using home networks.
- Check if all employees can access the information they require remotely.

WORKFORCE

The greatest immediate impact of the COVID-19 outbreak is on workforces. Things to consider include:

- Remind employees about the importance of maintaining personal hygiene in the workplace.
- Develop a communication plan to disseminate information on precautions to stop the spread of the virus.
- Review health and safety processes.
- Consider seating arrangements so that a safe distance can be maintained between people.
- Ensure you have sufficient and accessible infection control supplies (e.g. hand sanitisers).
- Monitor sick leave and symptoms to report on if required.
- Develop a staff/volunteers communication channel or platform if you don't already have one.
- Develop plans to isolate and protect critical staff/volunteers who are unable to work remotely during an extended, localised response.
- If staff cannot work remotely and there is no work for them, can they take leave and/or be redeployed?
- Revise and cease any non-essential staff travel or attendance at events.
- Update your staff records to ensure contact details are correct.
- Understand obligations if considering stand down of staff: www.fairwork.gov.au/about-us/news-and-media-releases/website-news/coronavirus-and-australian-workplace-laws

LEGAL

- Assess relevant contract(s) and severity of impacts on your business activities. For example:
 - Membership and refunds
 - Players, coaches, officials and support staff
 - Sponsorship
 - Venue/facility hire agreements
- Have you explored contractual options: Force majeure, frustration, termination?

BUSINESS OPERATIONS

- Enact crisis management plan addressing business continuity, emergency measures and business recovery.
- Adopt policies and guidance related to COVID-19: <https://ais.gov.au/health-wellbeing/covid-19>
- Monitor and follow all instructions from health authorities: <https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdna-song-novel-coronavirus.htm>
- Identify the main impacts of COVID19- on your business, for example:
 - Postponement and/or cancellation of competitions, events and leagues.
 - Travel restrictions/bans
 - Compliance with current government restrictions and bans
- Stress test viability of rescheduling postponed events/competition.
- Consider alternative competition delivery models e.g. replace weekly competitions with multi-game weekend/weekday events.
- If a revised competition is not possible, consider incentivising participants to return when operations resume, rather than considering complete refunds.
- How do you reconfigure products, services, and markets to retain existing customers and attract new participants?

COMMUNICATIONS

- Develop a communication strategy for employees, volunteers, members, customers, suppliers and other stakeholders.
- Decide how you will communicate with each group (phone, email, website home page and possibly a page specifically on your handling of the crisis, social media, video conference).
- Considerations for communication should include:
 - Communicate regularly.
 - Keep the message simple, brief and straightforward.
 - Avoid speculation - stick to facts.
 - Respect and address people's concerns and requests for information.
 - Be frank and honest.
 - Show empathy, concern and commitment - we're all in this together.

RESOURCES

Coronavirus
(COVID-19)

KEEPING YOUR DISTANCE.

Help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings. Wherever possible stay 1.5 metres apart and practise good hand hygiene, especially after being in public places.

**TOGETHER WE CAN HELP STOP
THE SPREAD AND STAY HEALTHY.**

Advice regarding **Coronavirus (COVID-19)** will change regularly. Keep up to date. Visit **health.gov.au**



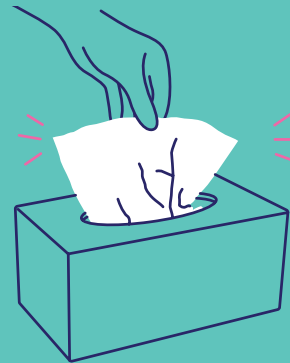
Coronavirus
(COVID-19)

SIMPLE STEPS TO HELP STOP THE SPREAD.

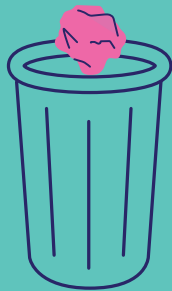
Cough or sneeze into your arm



Use a tissue



Bin the tissue



Wash your hands



HELP STOP THE SPREAD AND STAY HEALTHY

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about **Coronavirus (COVID-19)** visit **health.gov.au**



Australian Government

Authorised by the Australian Government, Canberra

Coronavirus
(COVID-19)

GOOD HYGIENE IS IN YOUR HANDS.

Wash your hands thoroughly with soap and water for at least 20 seconds to prevent passing on germs. Dry your hands.

**TOGETHER WE CAN HELP STOP
THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus
(COVID-19)** visit [health.gov.au](https://www.health.gov.au)



Australian Government

Authorised by the Australian Government, Canberra

Coronavirus
(COVID-19)

KEEP THAT COUGH UNDER COVER.

Always cough or sneeze into your arm or a tissue and put the tissue in the bin straight away. Wash your hands with soap and water for at least 20 seconds afterwards.

**TOGETHER WE CAN HELP STOP
THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus
(COVID-19)** visit **health.gov.au**



Australian Government

Coronavirus
(COVID-19)

REDUCING THE RISKS FOR OLDER AUSTRALIANS

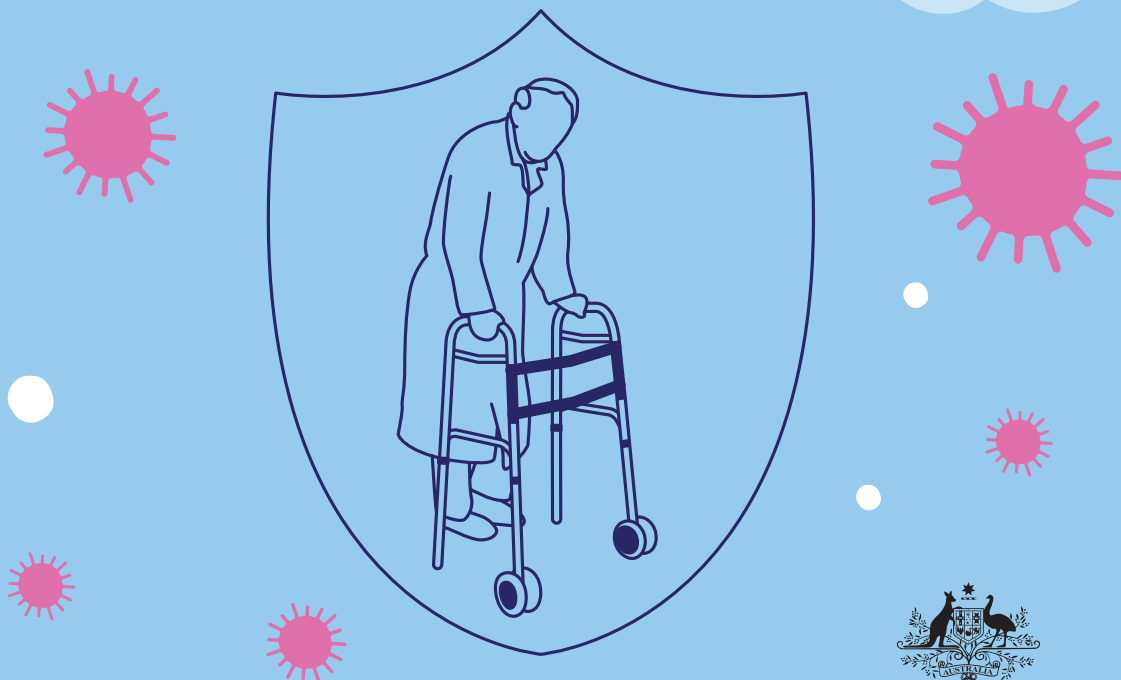
Help protect those most at risk of Coronavirus.

- Limited access to aged care facilities apply.
- Check in with elderly neighbours.

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

Advice regarding **Coronavirus (COVID-19)** will change regularly. Keep up to date.

Visit **health.gov.au**



Australian Government

Coronavirus
(COVID-19)

MAKE MENTAL HEALTH A PRIORITY.

Eat well and keep active. Stay in touch by phone
or video calls and seek help if you need it.

**TOGETHER WE CAN HELP STOP
THE SPREAD AND STAY HEALTHY.**

Find out more at australia.gov.au



Australian Government

CHECKLIST

CHECKLIST:

swa.gov.au/coronavirus

What can I do to keep my workers safe at the workplace and limit the spread of COVID-19?

1. Working from home

- Assess who can do their jobs from home. Give those workers the option to do so.
- Provide guidance to your workers on how to set up a safe home work environment (see, for example, [SWA's working from home information and diagrams](#)).
- Require workers to complete a self-assessment checklist to ensure they comply with good ergonomic practices (an example is [Comcare's Working from home checklist](#)).
- Appoint a contact person in your business that workers can talk to about any concerns.
- Set up ways to communicate with workers online (e.g. through Skype or Zoom) and communicate with them daily.
- Provide information to workers about the supports available to them, for example through an employee assistance program.

2. Physical distancing

- Put up posters around the workplace on keeping at least 1.5 metres distance between everyone at the workplace.
- Erect signs at the entrances to lifts and meeting rooms to ensure the maximum safe capacity is not exceeded.
- Move work stations, desks and tables in staffrooms further apart to comply with social distancing.
- If possible, bring in shift arrangements so less staff are in the workplace at once.
- Instruct workers to have meetings by phone or online instead of in person. If not possible, require they meet in a large space and keep meetings short.

- Review regular deliveries and request contactless delivery. Check systems for e-invoicing are in place.
- Provide social distancing markers on the floor in areas where customers line up or where workers perform tasks.
- Nominate a person on the work floor to be responsible for keeping everyone the required 1.5 metre distance apart in accordance with the latest government requirements.

3. Handwashing and hygiene

- Have hand sanitiser stations at entry and exit points and around the workplace.
- Ensure bathrooms are well stocked with hand wash and paper towel.
- [Put up posters with instructions on how to hand wash/hand rub.](#)
- Instruct workers on other ways to limit the spread of germs, including by not touching their face, sneezing into their elbow, and staying home if feeling sick.
- Have automatic alerts set up on computer systems to remind workers about washing hands and not touching eyes, nose and face
- Instruct your workers to limit contact with others- no shaking hands or touching objects unless necessary.
- If possible, accept only cashless transactions.
- Increase access to closed bins in your workplace.
- Put up signs to request customers only touch objects they are going to buy.



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Square works for every business.

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Accept all kinds of payments.

Accept all chip cards and tap-to-go payments from contactless cards and mobile wallets like Apple Pay or Google Pay.



One price for all major credit cards.

Process Visa, MasterCard and American Express payments at 1.9% per tap, dip or swipe every time.



Deposits made as soon as the next business day.

Square sends payments directly to your client's bank account as soon as the next business day.

ENERVEST

FREE ENERGY AUDIT OFFER

Are you being overcharged for your power?

FREE Energy Assessment for Bowls clubs by Enervest.

As a valued Bowls Australia affiliated club we are offering a **complementary energy assessment for both Residential & small business and large market bills.**

With the recent changes in the market with COVID19, the cost of wholesale power has dropped sharply. We believe it is important that businesses and homes ensure that they are on the best possible deal to **avoid bill shock in these difficult times.**

We have saved companies literally tens of thousands, even millions of dollars a year by forward contracting now.

The assessment consists of checking your current retailer rates and applicable discounts, and comparing them against our network of retailer partners. Where appropriate we will also validate your network charges where you may also be being overcharged.

We will then send you a summary of our findings and if we identify a savings opportunity, we will include our recommendations in the report.

Is this something that would be of interest to you?

Enevest is also a leading nationwide installer of commercial solar.

There has never been a better time to review the benefits there too, and if your club has been considering going green, let us know.

Simply email the address below and attach a copy of your recent energy bill/s (electricity & gas) and we will get back to you within five business days with the findings.

Let me know if you have any questions.

Alan Worman
bills@enervest.com.au
0478 822 448

MENTAL HEALTH ADVICE DURING COVID-19

RESOURCE

It's normal to feel stress and worry when there is a health event happening in the community that is affecting people's wellbeing, such as coronavirus disease (COVID-19).

This can affect any person in the community who is concerned about the infection, with more specific concerns arising for people being tested, people in quarantine and people who have received a diagnosis.

Family and friends can also experience similar mental health impacts.

Potential mental health impacts are:

- increased anxiety for self and others (this can be expressed as a fear for one's own health, and a fear of infecting others)
- psychological distress
- perceived stigmatisation
- social isolation
- interruption to employment or study
- impact on normal daily routine and functioning.

Most people will manage with the support of family and friends, but others may need some extra help to keep things on track.

Taking care of your mental health during COVID-19

 Stay connected	 Maintain a healthy lifestyle	 Stay positive	 Stay informed	 Seek support
Keep in touch with friends and family via email, social media, video conferencing or telephone	<ul style="list-style-type: none">• Establish a regular daily routine• Get plenty of sleep and eat nutritious meals• Engage in exercise and physical activities that you like	Remember that this period of self-isolation or quarantine is temporary and follows expert advice to help contain the virus	Obtain accurate information from reliable sources like the Australian Government and the World Health Organization	Mental health services are available if you're feel anxious, worried or overwhelmed



healthdirect.gov.au/mental-health-and-wellbeing

healthdirect

HEALTH BENEFITS ASSOCIATED WITH BOWLS



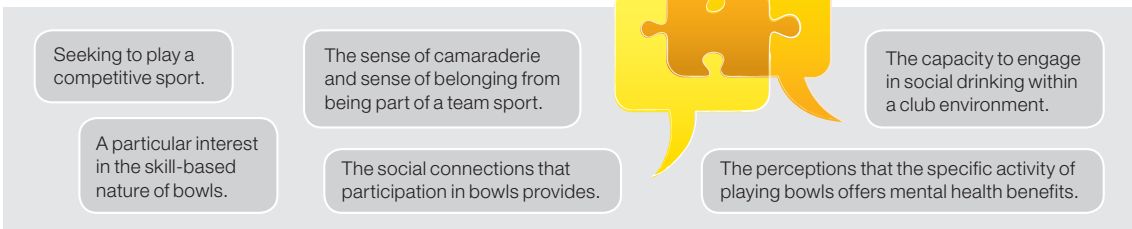
Centre for Sport and Social Impact



KEY STATS A profile of bowls

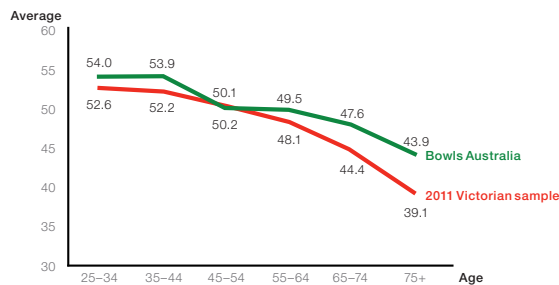


People participate in bowls for several reasons:

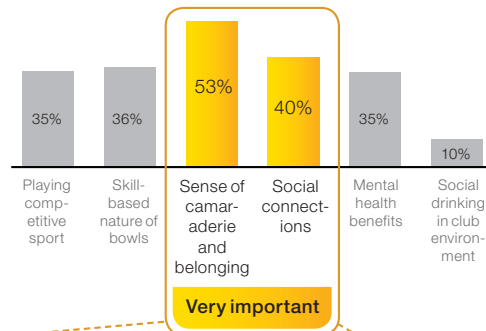


Perceived physical health advantages of bowls

PCS by age and population norm



Motives for participation in bowls



The most important motives for participation in bowls are:

- the sense of camaraderie and belonging from being part of a team sport, and
- the social connections that participation in bowls provides.



Both of which are higher for women than men.

The areas where clubs can improve their recruitment and retention of members is in:

Fostering an inclusive club culture.

Educating members in how to welcome and integrate new members.



Improving their governance and management practices.

KEY STATS A profile of bowls

Why do people play bowls?

- Most bowlers have previously played another sport and see bowls as an opportunity to continue to enjoy the competitive and team aspects of sport.
- Bowls is a sport that has some unique attributes; specifically being able to offer people of all ages and abilities a chance to play.
- The most important motives for participation in bowls are the sense of camaraderie and belonging from being part of a team sport and the social connections that participation in bowls provides, both of which are higher for women than men.

Why do people cease playing bowls?

- The main reasons respondents believe people cease bowling are selection processes in clubs, the treatment of people by other club members and the quality of club administration.
- The areas where clubs can improve their retention of members is in fostering an inclusive club culture, educating members in how to welcome and integrate new members and in improving their governance and management practices.

What are the physical and mental health benefits of playing bowls?

- Bowls facilitates long lasting friendships that are often a central feature of the social support network for older people who may have lost their partner.
- Bowls can offer a family friendly environment and offers players of varying physical ability the chance to compete with each other in an integrated sport participation opportunity.
- Participation in bowls assists in sustaining both physical and mental health.
- Bowls clubs are safe social spaces for women.
- Bowls participants can be grouped into 5 broad categories (consumers, bowlers, socialisers, clubbers and identifiers) each seeking something different from their bowls experience.

How are changes in demographics of communities affecting bowls clubs?

- Membership decline is a pervasive problem throughout bowls.
- Clubs appear ill-equipped to deal with diverse population groups and need assistance in how to communicate with and market themselves to local communities.
- Clubs are facing a number of key challenges, specifically in relation to the way in which they manage their business, the increasing financial pressures to run a club and their future leadership capacity.
- Most club members have been involved with their club for more than 6 years, visit the club more than 10 times per month, and spend at least 10 hours per week at their club.

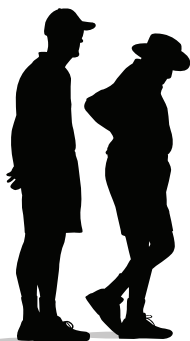
What format for participation/competition bowls is preferred for different age groups?

- The majority of respondents are satisfied or very satisfied with the length of the season for and scheduling of competitions
- The provision of adequate levels of quality coaching and perhaps the timing of its provision seems to be an important driver of satisfaction among bowls participants.

What are the characteristics of the 'bowls experience' that will attract new participants?

- More flexible scheduling of competitions should be investigated as a way of maximising participation.
- Selection processes are important drivers of club member satisfaction.
- Clubs should consider how they can be more accommodating of a diverse set of potential users of their facilities and services.
- Mixed competition structures should be encouraged.
- Shortened game times seem to have been well accepted by the bowls community.
- A key challenge for bowls is to offer a desirable bowls format that fits between casual bowling and Pennant competition that will attract a market that clearly does not want to play Pennant in its current form.

Benefits of bowls



Bowls facilitates long lasting friendships that are often a central feature of the social support network for older people who may have lost their partner.

Bowls offers players of varying physical ability the chance to compete with each other in an integrated sport participation opportunity.

Bowls clubs are safe social spaces for women.

Participation in bowls – even at a very moderate level – assists in sustaining both physical and mental health. Respondents in this study reported higher physical and mental health status compared to the general population.



Please visit www.bowls.com.au for further information about this study.



COVID-19
**RETURN TO
BOWLS TOOLKIT**

CONTACT

Email: admin@bowls.com.au
Website: www.bowls.com.au